

WOODROW WILSON REHABILITATION CENTER POLICIES AND PROCEDURES	
Title: <b>CONSUMER PARTICIPATION &amp; INPUT</b>	
Policy Number: <b>1.12</b>	
Effective Date: <b>6/1/93</b>	Page <b>1</b> of <b>2</b>
Lead Department: <b>COUNSELING DIVISION</b>	

## **OBJECTIVE**

To actively support the full inclusion of persons with disabilities in WWRC and society in compliance with Federal, State and local laws and regulations and to ensure input of persons served. WWRC works to ensure that customer feedback is used to improve operations and conditions.

## **POLICY**

It is the policy of the Center to obtain input from persons receiving services and other stakeholders to improve the quality of services provided. Center personnel will systematically respond to consumer complaints and make programmatic and service delivery adjustments based on that feedback.

Center consumers are encouraged to be involved throughout the organization in programmatic planning and decision making.

## **PROCEDURE:**

Activities including those listed below shall be conducted.

1. Obtaining input from persons receiving services and other stakeholders and using this information to continuously improve the quality of services provided.
2. Referring an individual to alternative service sites should the ability to meet an individual's need(s) not be available or appropriate at WWRC
3. Recognizing Cultural Diversity including the Consumer Diversity Program, Corporate and Community events, language interpretation and Mediation Training.
4. Providing assessment of needs, service delivery and training for assistive technology necessary for personal and vocational success at WWRC, and in homes, schools and workplaces where appropriate.

5. Encouraging all consumers, families and interested members of the public to participate in the annual Virginia Department of Rehabilitation Services Public Hearings on the State Plan for Vocational Rehabilitation and Supported Employment.
6. Providing for the assessment of facilities and programs of service for barriers to access and, when appropriate, provision of necessary accommodation and/or modification.

Consumers may become involved in one or more of the following center committees and work groups that are involved in programmatic planning and implementation and employ consumer participations:

1. Committee interaction with a consumer or group of consumers,
2. Consumer membership on committees or work groups,
3. Consumer surveys,
4. Participation in Student Government Activities,
5. Involvement with other stakeholders representing student interests, e.g. the State Rehabilitation Council,
6. Public Hearings,
7. Involvement with Business Advisory Groups,
8. Capital Program participation.

A staff member shall be assigned to serve as the advisor to Student Advisory Council in order to aid in maintaining access to all areas of the Center.

The Student Advisory member representative shall meet with the Center Executive Staff on a regular basis in order to provide direct input.

Information presented at these functions is to be shared to all staff and administrators who are in a position to integrate the input into operations.

In addition, any staff member who receives information important to operational decisions is encouraged to direct the information to the appropriate colleague or administrator in a position to reach a decision about the information.

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Reviewed 5/98, 9/99  
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